

2008-415-C

195895



PETITION OF SANDI PERRY
REGARDING BELL SOUTH

gmv

Bell South has put a number of erroneous charges on my bill which I wish to appeal.

~~COPY~~ ① When I initially hooked up to

~~internet services with Bell South~~

(hereinafter 'BS'), I was promised a

\$5 rebate. However, I was charged a

"payment convenience fee" ripping me

off of \$5 so I only received a \$45

rebate. BS owes me \$5. The PSC

should order BS to refund the \$5 from

all of the customers that BS has similarly ripped off. This is fraud.

② I have always paid my bills promptly. Nonetheless, BS has charged me a late fee every month including 40¢ and 57¢ and more. This is on charges I don't owe.

③ I was never told of a \$5 charge at the time I originally hooked up to the \$5/minute plan. I first learned of this fee a month later. I can not be held liable for fees I was never told about.

④ I was charged \$5.25 for removing the wire maintenance fee

although I was never informed that there was a fee, I first learned over a month later when I received my bill. Had I known there was a fee, it is possible I would not have ended the service. Surely it is wrong to charge a fee without informing the customer.

6

⑤ At one point I was told to unplug my modem so that it would not catch on fire. I did so, unplugging all the wires surrounding the modem, for about 2 or 3 days until I received the new modem. The phone was dead during this period. However, I plugged it back together to make calls a couple of times.*

7

Ms. Hicks of the ORS makes note that I wasn't aware of any calls that hadn't gotten through. This note is very foolish for how could I be aware of calls I hadn't received? It would take a great deal of luck and months before I learned of any of them. The sum at issue is

8

*It is possible that I received a call during the time I was calling out, but so what? I continued at end

about a \$1.

6. My internet service was defective for months. Mail would not send. Apple said that the problem lay with BellSouth. ~~BellSouth~~ BS refused to fix the problem. Note that BS admitted that the fault was theirs, crediting me \$19.95 on June 19. Finally, Apple fixed the problem. The 22 days of defective service was \$14.63.

7. Also, I am owed about \$13.50 from before for costs. Costs this time are minimal because I used email (no gas or postage expended.)

8. Lastly, I wish to inform the PSC of malicious, intentional conduct on the part of BS towards me. BS called me nearly every day from one to three times a day for very roughly 2 months. Frequently they would have people knock on my door. I was harassed for no reason and it finally only ended when I told Ms. Hicks that I would soon call the police. I respectfully request that

this harassment - intentional infliction of emotional distress towards a sick person - be punished by the PSC.

2 ⑨ Also, I respectfully request the PSC to require BS to itemize adjustments when made. Customers have no way of knowing exactly what is being adjusted. I request that the adjusted amount be printed with the description of what is being adjusted. Because of BS's failure to do this, there is a discrepancy in what BS says I owe and what I say is in dispute. BS has made up the differences.

3 ⑩ Also, I received a \$1.75 credit for 5 days of non-service when I should have received \$2.63, 88¢ ~~less~~ difference.

4 ⑪ Also, I will show the PSC how BS makes up charges.

5 In sum, BS has acted wrongfully and maliciously. I respectfully request a hearing. I request that the erroneous charges be dismissed, the \$13.50 be awarded to me, and that BS be disciplined for its harassment of me.

Sincerely,

Sandi Perry
2274 Ashley River Road
- # 117
Charleston, SC 29414

843-852-2204

#(5.) continued

(12) I'd also like to add a claim
I have overlooked - refund of ~~5 to 3~~ 3
days of internet service; \$2, for
the time my modem was unplugged.

November 3, 2008
Charleston, South Carolina